



State of Louisiana
Department of Health and Hospitals
Bureau of Health Services Financing

April 16, 2010

Mr. Norm Nichols
Executive Account Manager
Unisys Corporation
P.O. Box 3396
Baton Rouge, LA 70821

FIMS #1625

Re: Corrective Action Plan for the PA for Chisholm Class Members

Dear Mr. Nichols:

As part of a corrective action plan, the department is requesting that Unisys Prior Authorization Unit (PAU) implement procedures for an additional level of review for Chisholm class members. These additional reviews should be in response to partial denials and denials prior to processing the authorization in order to eliminate the number of inappropriate denials. In addition, Unisys shall implement a tracking procedure to document additional information requested to establish medical necessity. This system must be sufficient to validate all needed information has been requested and received in response to those requests. This procedure should remain in effect until such time that it is determined as no longer necessary.

This additional level of review is intended to address the following discrepancies in how PAU is handling reviews as noted in a letter from David Williams dated February 10, 2010:

- **Denials for insufficient documentation which had been responded to** – the reviewer shall review the documentation to ensure the requested information is not present before making the final disposition.
- **Internal reasons for denials not specified in the notices** – the reviewer shall review notices to ensure all denial reasons are present on the notices before mailing to the recipients.

Other issues noted in the letter will require establishing the task force previously discussed to begin developing procedures to enhance the prior authorization processes. It will be necessary to begin these meetings, bi-weekly, starting in April, 2010. Attached is a copy of Mr. Williams' letter for your review and reference to begin implementing the above procedures.

April 16, 2010

FIMS #

Page 2

I am sure together we can come up with solutions to resolve these issues that continue to occur. Thank you for your immediate attention in this matter. Any questions regarding this correspondence should be directed to Gail Williams at 225-342-2542.

Sincerely,



Kyle Viator
Medicaid Deputy Director

KV/gbw

Attachment

c: Darla Ratcliff
Gail Williams
Stephanie Young
Peggy Misner
FIMS copy